



Let us handle your operational efficiency

With an experience of over 10 years in in logistics and operations, recognized and awarded by the specialized organizations, both at national and European level, the QeOPS team meets the demands of the customers with customized logistic solutions, aiming at contributing to a correct and harmonious development of any type of business - online or offline, B2B or B2C - irrespective of the business sector.

Customized
logistic solutions

Where can you find us?

The QeOPS Logistic Centre is located in Chiajna, at the exit from Bucharest to the A1 motorway, at km.11, next to Carrefour Militari, with easy access both to the A1 motorway and to Bucharest ring road.

Class A warehouse
equipped with
state-of-the-art
facilities

Warehouse area: **3150 sqm**

With a highly flexible warehousing capacity, both at pallet and mainly at SKU level, ensuring efficient operations for online trading.

Addressability: *Our experience allows for a thorough understanding of the challenges our clients in various industries have to confront, thus succeeding in providing flexible and customized solutions to help them make the difference in the market.*

FASHION



TEXTILE



SPORT



LEISURE



AUTO



AUTOMOTIVE



DIY



FURNITURE



E-COMMERCE



BOOKS



COSMETICS



HOME & DECO



ELECTRONICS



HOME APPLIANCES



IT



Starting in April 2017: automated conveyor line to process online orders, synchronized with WMS, with a processing capacity of over 1,500 products per hour.

ORDER PROCESSING

November 2016
Over **100.000**
DELIVERED ITEMS



WAREHOUSING



CAPACITY
up to **400.000**
ITEMS

TRANSPORT

Bucharest - Prague



www.qeops.eu



Warehousing

Storage of goods in the warehouse, at the level of sales unit (pallet, box or piece), in order to optimize the goods receipt and picking operations.

- Average term storage
- Long term storage
- Management of the products with a certain term of validity, lots, series, etc.
- Cross-docking in our own platform
- Customs clearance operations

IT solutions

- real time monitoring of stocks
- orders situation and status
- returns status
- specific reports

Based on partnerships with specialized companies, we provide inbound or outbound transport services, from or to any country in the EU, mainly to and from the countries in the region - RO, BG, HU, where we collect and supply in maximum 24h.

Transport: land, air, sea

o national coverage

o international coverage *

Returns logistics: Processing returns, quality inspection according to the established specifications, refurbish for certain categories, repacking or labelling – ensuring the reinsertion into the active stock. We can provide blocking of certain lots of products upon request.

- Returns collection
- Returns transfer to unrestricted stock

Order processing: all operations are carried out through mobile terminals, by scanning, using a state-of-the-art WMS (Warehouse Management System).



Consulting

- Logistics consulting
- Transport, packing and product safety consulting
- Transport and distribution audit



QeOPS protects the environment! The entire process is paperless!

- o Goods receipt
- o Invoice & AWB
- o Order processing
- o Delivery to client
- o Packing (pick & pack)
- o Returns collection

- Optional customized services: weighing, assembling, packing (individual, promotional, shrink film), adding documentation (manual for use, guarantee certificate), labelling etc.



QeOPS E-COMMERCE

In a period of continuous technological development, the electronic commerce in Romania is growing each year. Most online shops face difficulties in managing the logistic activities when the sales volume starts to increase and the number of orders exceeds a certain threshold.

Irrespective whether your business is B2B or B2C, our purpose is to ensure that the buying experience of your clients is every time a positive one.

FOCUS ON WHAT MATTERS MOST – YOUR BUSINESS!

◦ e-mail and/or SMS notifications

The client may receive the relevant information on the status of orders by e-mail and/or sms.

◦ Customized packing

We know how important it is for your business that your client could easily identify the shop where he/she bought the products once he/she has them. This is the reason why we want to ensure that your brand is present in the materials the customer receives: customized packaging, adhesive labels, adhesive tape, samples or marketing inserts, etc.

◦ Optimal delivery costs

It does not matter whether you deliver only one order or 1000, now you can enjoy optimized delivery costs.

◦ Regional C.E.E. courier deliveries

If your online shop has been so far restricted to the Romanian market, find out how we can help you deliver in Central and Eastern Europe.

◦ Advanced technology

Our IT system allows for integration with most online commerce platforms, for your orders to be able to reach us fast and easily, in an automated manner. In the same way, the information related to stocks, goods receipts, deliveries will get directly to your software platform (ERP, website), being sent automatically from our WMS. The access to the detailed reports on the status of orders and stocks is 24/7, FREE OF CHARGE, the information being updated in real time.

In order to provide the best operational conditions, the system automatically sends alerts concerning various issues related to goods receipt, order or stocks: small or no stock for certain items, delivery difficulties, etc.).



? WHY CHOOSING THE QeOPS e-commerce solutions

1. Lack of time or trained staff.
2. Products storage and management difficulties when the number of items or orders increases.
3. The need to optimize costs – the desire to have better costs and conditions for the delivery of products.
4. The desire to develop your business at international level.

WE TAKE CARE OF YOUR ORDERS, WHILE YOU ARE ONLY DEALING WITH YOUR ONLINE SHOP!

- Customized services depending on the needs of your business
- Free of charge integration of the 'shopping cart'
- Small warehousing costs, without a limited quantity of items
- Delivery solutions both at national and international level
- Real time notifications for you and your clients
- Order collection, packing and delivery on the same day
- No installations costs, no minimum number of orders

SIMPLIFIED ORDER PROCESSING AND DELIVERY!

1

GOODS RECEIPT AND STORAGE

We **STORE** the products and deliver them immediately as soon as you receive an order.

2

ONLINE ORDER COLLECTION

We **INTEGRATE** with your online shop, regardless of the platform you are using: Magento, WooCommerce, Prestashop, Shopify, marketplace etc.

3

PRODUCT PICKING AND PACKING

Upon request, we **PERSONALIZE** the packages with packaging materials, self-adhesive labels, marketing inserts or samples, gift packaging etc. – as per your specifications.

PREPARING OF DOCUMENTS AND HANDOVER TO THE COURIER

we **OPTIMIZE** the packages preparing time and their cost of transport. We **ISSUE** all the delivery documents: certificates of guarantee, invoices, AWB, CMR etc.

4

RETURNS RECEIPT AND TRANSFER TO STOCK

As we offer top quality services, we **ASSURE** you of a considerable decrease in the number of returns for delivery error reasons. At the same time, the return products will be transferred to your restricted stock in the shortest time.

5

USE OUR EXPERTISE FOR YOUR BENEFIT

Send a message to office@qeops.eu and our experts will contact you in the shortest time for a **FREE OF CHARGE** assessment of your e-fulfilment needs.



MARKETPLACE INTEGRATION

Even if you are already part of the thousands online shops present in the marketplace platforms or you wish to test this sales channel, the services we provide will help you easily meet the conditions required to become a seller on the best known marketplace platforms in Romania or in the EU.

THE ORDERS RECEIVED BEFORE 16:00 h. ARE PREPARED AND PACKED, ACCORDING TO THE SPECIFICATIONS, ON THE SAME BUSINESS DAY, AND THE INFORMATION CONCERNING THE ORDER STATUS ARE IMMEDIATELY AVAILABLE IN THE DEDICATED PLATFORM.

100% SATISFIED CLIENTS

You sell while we ensure that your products reach the client in the shortest time and best conditions, without mistakes or discrepancies.

QUALITY CONTROL

Once received, the goods are object of a rigorous quality control and only after that are transferred to the warehouse and to the stock. The faulty products never get to the client, thus reducing the returns and complaints.

NO MISSING STOCK AND NO CANCELLED ORDERS

The maintenance solution allows for sending alerts and notifications, and you can monitor the stocks and orders in real time, permanently having access to full reports and information.

FOCUS ON THE SALES AND ON THE DEVELOPMENT OF THE PRODUCT RANGE

Digitally develop your business and have no more worries! Let us deal with collection, packaging and delivery of your orders.

PROFITABLE AND SIMPLE

Pay only for the storage area you are using and only for the delivered orders, depending on seasonality.



? ADVANTAGES OF MARKETPLACE integration services

Our order processing platform allows for the integration with multiple 'shopping carts', thus providing the possibility to simultaneously deal with order received via multiple sale channels.

We permanently have the resources required for fast order processing, avoiding problems in meeting the delivery time.

The packaging of products is adequate, preventing damages and complying with the specification agreed between us.

We periodically offer free of charge assessment and consulting services, in order to generate a higher order completion rate and to avoid returns or cancelled orders.

OUR SERVICES HELP YOU SELL YOUR PRODUCTS EASILY AND WITHOUT STRESS, IN THE BEST KNOWN MARKETPLACE PLATFORMS IN ROMANIA AND THE EU

- Goods receipt
- Quality inspection/control
- Storage
- Stock management
- Order processing
- Assembling, special packaging
- Insertion of legal documents
- Invoice & AWB
- Returns collection

USE OUR EXPERTISE TO YOUR BENEFIT

Do you want to shorten the time for processing the orders received via various sale channels? Send a message to: office@qeops.eu and find out how we can help you simplify the online sales operations and make them more efficient.

IS YOUR SHOP PREPARED FOR BLACK FRIDAY OR PROMOTIONS?

? INSUFFICIENT STAFF TO MANAGE THE HIGH VOLUME OF ORDERS

? LACK OF STORAGE CAPACITIES FOR ADDITIONAL STOCKS OF GOODS

WHY USING OUR SERVICES?

ENSURE THAT THE PRODUCTS REACH CORRECTLY AND QUICKLY YOUR CLIENT ON BLACK FRIDAY OR DURING PROMOTION CAMPAIGNS!

1. Reduce the total costs related to the delivery of orders to the client.
2. Reduce the products storage and handling costs.
3. Improve the client satisfaction level.
4. Reduce the risk of delivering non-conforming orders.
5. You can focus on sales promotion and increase activities.
6. Improve the products delivery time and conditions.



1 FOCUS ON THE MAIN BUSINESS OF YOUR COMPANY

2 SAVE TIME, MONEY AND SPACE

3 TURN THE FIXED COSTS INTO VARIABLE COSTS



- Warehouse built in line with the European standards regulating this activity.
- Storage areas equipped with modern racks to store the goods, suitable for all business sectors.
- Trained staff managing the goods from the entry into the warehouse up to their exit.
- WMS allowing for real time stocks and orders monitoring.

QeOPS WAREHOUSING

A key element in our philosophy is the power to truly understand your business and logistics needs. Thus, we can provide you with customized solutions to help you harmoniously develop your business.

COMPLEX SERVICES FOR GOODS WAREHOUSING

- Mid or long term warehousing services
- Picking, packing and palletizing services, specific to the categories of items
- Labelling products with barcodes, description, instructions, etc.
- Order processing at pallet, box or piece level
- Management of products based on series no., lots or validity term
- Return management and transfer of products to unrestricted stock
- Logistics optimization assessment and consulting services

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WHY OUTSOURCING the warehousing services

1

The investment in a warehouse is a financially considerable one and, besides, do not forget about the other related expenses: warehouse management system (WMS), expenses related to layout and equipment (racks, machines, IT infrastructure, supervising equipment, social areas, etc.), and mainly payroll.

SAVE MONEY AND FOCUS ON YOUR BUSINESS



ADAPT TO SEASONAL FLUCTUATIONS

Besides, when you choose to outsource this service, the warehousing costs vary proportionally to your needs.

2

3

INCREASE EFFICIENCY AND FLEXIBILITY

At the same time, you benefit from the flexibility of product management, no matter how different the stored products are (size, fragility, storage conditions etc.).



4

**YOU BENEFIT FROM A TRANSPARENT
AND HIGHLY EFFICIENT
MANAGEMENT SYSTEM (WMS):**

This system allows you to monitor stocks and orders in real time, providing full reports and information. At the same time, due to the technology used and to the implemented services, our system ensures the elimination of delivery and stock count errors.

5

ENSURE A GOOD STOCK ROTATION SPEED

The WMS solution allows for multiple stock management options, mainly FIFO (first in – first out) and FEFO (first expired – first out), thus ensuring an optimal and correct stock rotation.

Our insurance covers all the possible damages of the goods we store, at their real value.



QeOPS TRANSPORT

The increasing competition in the market leads to an essential need to reduce costs, as for your business to remain competitive. Whether you operate at national or international level, the challenge is for your products to reach the client in the shortest time, at optimal and fair transport costs.

HOW CAN YOU ENSURE THAT THE CURRENT TRANSPORT SOLUTION IS IN LINE WITH THE COMPANY OFFER AND WITH THE CONSUMERS AND MARKET REQUIREMENTS?

1 OUTSOURCE THE SERVICES AND MAKE YOUR BUSINESS MORE EFFICIENT BY OPTIMIZING THE USE OF RESOURCES

2 THE OPERATING COSTS ARE TO BE REDUCED SIGNIFICANTLY, DEPENDING ON THE PARTICULARITIES OF THE DELIVERED PARCELS

INTEGRATED TRANSPORT SERVICES

- *Express freight or consolidated national delivery*
- *Home Delivery national delivery for large size products (big and medium size home appliances, furniture, mattresses, body trainers, fitness etc.)*
- *Pick-Up Point/Drop-Off Point national delivery*
- *International delivery – QeOPS is a member of WCA (World Cargo Alliance), the biggest freight forwarders network in the world, thus benefiting from access to transport resources to and from any point in the world.*
- *Issuing the delivery documents – AWB, Packing List, CMR*
- *Fast Door-to-Door delivery time, within 24h for the countries in the region (BG, RO and HU) and 48h for the Central European countries (AT, CZ, SK, HR, SI, PL)*

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